

# Student Administrative Assistant Job

## Description

Zone	Community Zone
Reports to	Head of Commercial Operations/Assistant Venue Manager as appropriate
Hours	Normally between 6 – 8 hours per week with the requirement to work on Monday mornings.

### Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Community Zone is responsible for bringing students together to make friends, meet people and socialise in a fun and safe environment across our different venues.

We're looking for efficient and professional part-time Administration Assistants to join our student staff team. This role is a great opportunity to undertake a broad and varied range of tasks to support the work of the Community Zone, focusing primarily on Clubs & Society event bookings and including answering emails and enquiries, liaising with venue managers to compile booking information, and supporting the communication of events to the student audience. We are looking for students who are highly organised with a strong sense of initiative, strong communicators, professional and efficient, and enthusiastic about Students' Union events and entertainment. Due to the nature of the work of the Zone, and the availability of the management team, staff would be required to work on Monday mornings, with flexibility around their remaining hours. Some evening work may also be required in the role.

### Key Responsibilities

- Provide customer-focused support on behalf of the zone, efficiently answering booking enquiries from students, student groups and other stakeholders
- Provide administrative support to the Community Zone team, ensuring smooth day-to-day office operations, focussing on booking information and arrangements for upcoming events
- Assist with processing and managing event and venue bookings, including data entry and system updates
- Support the communication of events to a student audience

- Assist with basic financial administration where required
- Support the team with ad-hoc administrative tasks during busy periods and events

## • Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Experience</b>				
Experience of working in a busy member or customer focused organisation	X		X	X
Experience of general office administration	X		X	X
Experience of the Union's venues and how they operate		X		X
Experience in email based ticketed enquiry systems		X		X
Experience of digital content creation		X		X
<b>Knowledge</b>				
Knowledge of the Students' Union's venues and events		X	X	
Knowledge of the representative purpose and activity of the Students' Union		X	X	
<b>Skills</b>				
Excellent administration and organisation abilities with strong attention to detail	X		X	X
Competent IT skills – Microsoft Office, e-mail	X			X
Able to use initiative to solve problems	X		X	
Excellent written, interpersonal, and verbal communication skills	X		X	X
<b>Values, attitudes and personal style</b>				
Confident, professional and friendly style of communication with people from all backgrounds	X		X	
Flexibility and an adaptable approach to work	X		X	
Enthusiastic about the work of the Students' Union and our venues	X			X
Highly organised and self-motivated individual	X			X